

Learn From the Things That Stuck:
10 Years of Community Mentoring with SPLAT



Creating SPLAT (Dylan)

- Outcome from 2020 visioning session held in 2005
- Eyes and ears on ground for ICfL, “crow’s nest”
- Free form group and meetings
- Discuss the 25,000 ft perspective
- Change agents
- Push ideas

SPLAT 101 (2008-10) (Dylan)

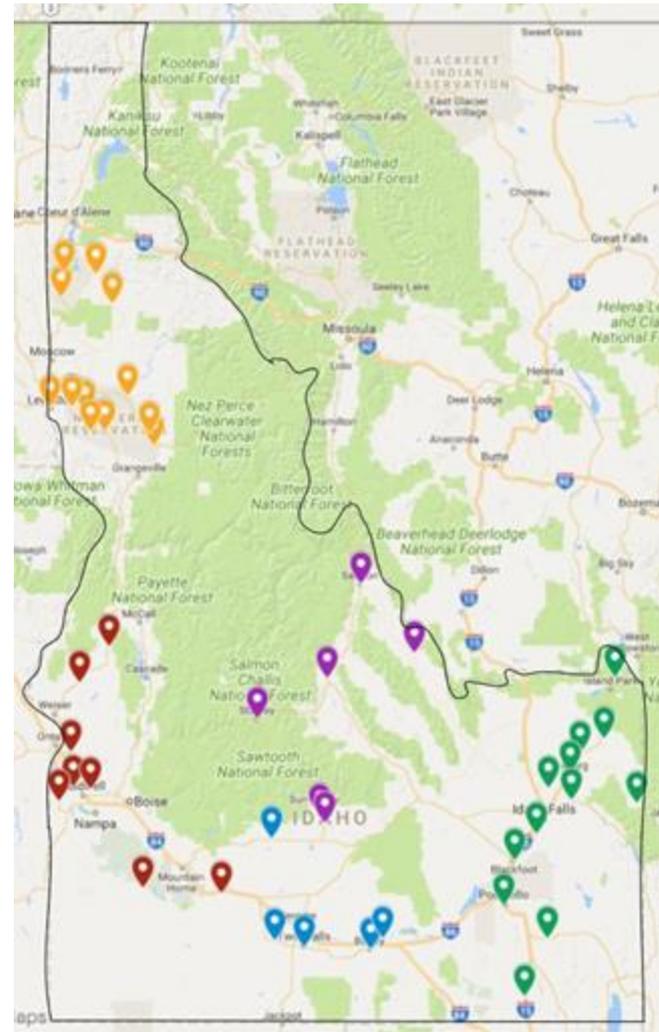
- **Self-paced six week online course covering internet technologies**
 - Each week 1-3 hours to complete - create a blog, edit a wiki, and add titles in LibraryThing
 - Over 100 people completed at least 5 of the 6 topics & earned a Certificate of Achievement
 - March 2009 offered reprise, kept available online for others to discover
- **Did it stick?**
 - Yes! Most participants said they learned something that would benefit them at/outside work
 - No! Course content wasn't updated, quickly fell out-of-date as technology marched on (R.I.P. Google Reader and Meebo)

Gizmo Garages (2012-14) (Jennifer)

- **Borrowable kits of e-readers & tablets**
 - Introduce this technology to library staff in rural Idaho
 - Ideas for how to incorporate new technology into library programming
 - Conversations about ebooks, formats and access
- **Did it stick?**
 - Yes! -- Access broke down fear barriers of technology, encouraged to view technology as a tool to achieve programming goals, not a barrier, eased fears of loaning expensive technology
 - No! -- Technology kept moving on and devices quickly became outdated, just seeing colleagues at conferences was not enough -- needed more face time

Summer Adventures (2013-17) (Gretchen)

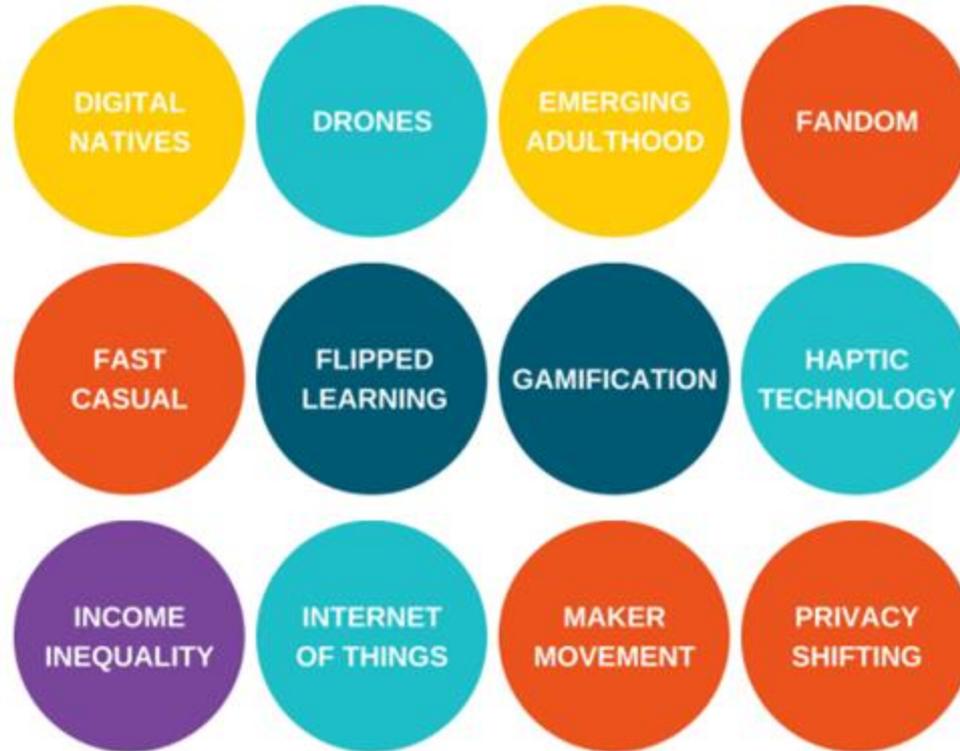
- **We'll come to you**
 - Face-to-face outreach to 44 libraries
 - Divided SPLAT members into teams
 - Professional development and library events for the public
- **Did it stick?**
 - Yes! Learning went both ways
 - No! Organizing site visits, and making travel arrangements for SPLAT members became too costly to sustain



Idea Labs (2015-17) (Kim)

- **Borrowable kits of robots, circuits, 3D printers, and more**
 - Gizmo Garage evolution to focus on emerging technologies
 - Robots and 3D printers
 - Bring the tech to you
- **Did it stick?**
 - Yes! “I have introduced some coding in my classroom, but in the SPLAT lab my students had the opportunity to use that information.”
 - No! “The robots were dead by the time we came, so the students didn’t get to use them.”

Future Ready (2017-??) (Rasheil)



Evaluating Applicants (Dylan)

- **Applicants are ranked based on location, type of library, and answers to following prompts:**
 - Describe vision for Idaho library community.
 - What trends will significantly impact library services, and what does that mean for libraries?
 - Describe one innovative service you'd implement at your library.
 - How do you keep abreast of library trends and changes?

SPLAT Suggests (Nick)

● **What did SPLAT members learn?**

- Don't be afraid to fail
- Go to your target audience
- What happens when we leave?
- I know nothing; show me
- Collaborative engagement of fun
- There's always more to learn
- Gadgets are ephemeral; concepts last

Activity time! (Deana)



THE FIVE PRINCIPLES OF
SERVICE DESIGN THINKING



Service Providers



Desirable



Effective &
Efficient



Enjoyable

THE FIVE PRINCIPLES OF SERVICE DESIGN THINKING



atLargeInc.

THE WISDOM OF
@MRSTICKDORN

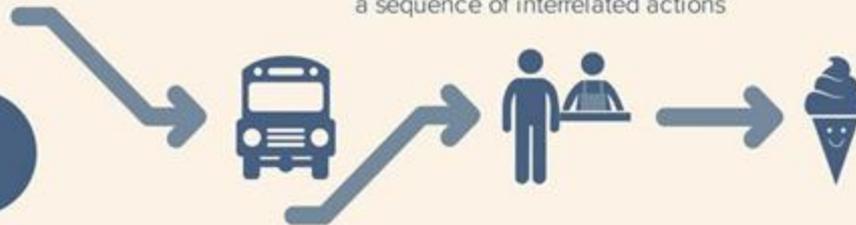
1. USER CENTERED

Services should be experienced through the customer's eyes



3. SEQUENCING

The service should be visualized as a sequence of interrelated actions



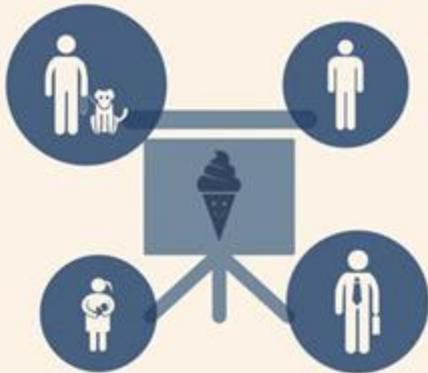
5. HOLISTIC

The entire environment of a service should be considered



2. CO-CREATIVE

All stakeholders should be included in the service design process



4. EVIDENCING

Intangible services should be visualised in terms of physical artifacts

Image by Matt Tyas, www.3nta.com/service-design-for-dummies, for the Global Service Jam, insights from Marc Stickdorn's book *This is Service Design Thinking*

Close your eyes.....

**Service that
could be
improved...**



Describe service improvement to partner

1. Who uses?
2. Who are stakeholders?
3. What other services are involved?
4. What is a related artifact?
5. How impact overall environment?



Feedback capture grid

Likes

Criticisms

Questions

Ideas



2:30

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Feedback capture grid

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2:30

Redesign & Share

Use feedback
to redesign
your solution



Share your
redesigned
solution



Debrief (Deana)

- I'm excited about....
- I now know about.....
- I still don't understand....

Resources

- splat.lili.org
- <http://libraries.idaho.gov/page/2020-vision>
- www.ala.org/transforminglibraries/future/trends
- designthinkingforlibraries.com
- www.interaction-design.org
 - public-media.interaction-design.org/pdf/Feedback-Capture-Grid.pdf
- www.service-design-network.org

Contact us!



splat.lili.org/splat-members